

**ACTIVE CASES**  
**Analysis of August 2005 QA Results for Food Stamps**

**Sample Size 85**  
(drops excluded)

**Totals for August 2005:**

LOCATION	TOTAL SAMPLE ISSUANCE	# of ERROR CASES	ERROR DOLLAR TOTAL	PERCENT DOLLARS IN ERROR	FFY 2005 ERROR RATE
STATEWIDE	\$13,956.00	17	\$1,645.00	11.8%	5.5%
MILWAUKEE	7,898.00	9	916.00	11.7%	6.6%
BAL- STATE	6,108.00	8	729.00	11.9%	4.7%

**ERROR CAUSES BY TYPE**

- 13- Agency Preventable Errors
- 1- Client Error
- 3- State Errors (CARES, or policy unclear)

**OVERVIEW OF THE ERRORS AND WHERE THEY OCCURRED:**

Of the 13 Agency Preventable Errors, five were in Milwaukee, two in Dane, two in Rock, and one each in Bayfield, Dodge, Grant, and Jefferson Counties.

**TYPES OF A.P.E. ERRORS (13):**

**Regular Earned Income (4):**

- 4-Agency failed to verify or correctly budget earnings. Two at application, one at review, and one at reported change.

**Self-Employment (2):**

- 2-Failed to correctly average self-employment income. One case used a continually changing one month actual amount over several years' time. One case, had correct data but only budgeted half.

**Shelter or Utility Expense (2):**

- 1- Agency failed to verify rent paid at reported change.
- 1-Agency allowed heat SUA although agency was informed customer only responsible for phone expense.

**Unearned Income (2):**

- 1- Agency did not budget any **SSI-E income**; customer doesn't use it for an intended allowable expense to make it exempt.
- 1- Agency failed to update a **Child Support income** average with SMRF.

**Expenses (1):**

- 1- Agency failed to act on a reported change-client verified medical bills to meet MA deductible. The expense should be deductible for FS calculation as well.

**No Valid Application (2):** Agency opened FS after break in certification without application or interview.

**TYPE OF CLIENT ERRORS (1):**

**Shelter Expense (1):**

- 1- Client failed to report a change in address on her SMRF. She had previously been picking her mail up at county agency as homeless person.

**TYPE OF CARES or STATE Errors (3):**

- 1- CARES did not send out a SMEF timely
- 1- Illinois Issuance basis policy is not correct in Wisconsin FS Handbook. Issuance is on both monthly and fiscal basis.
- 1- Seniorcare tape match attributed medical health insurance expense to person "99," so that FS member not credited with the expense.

**WHEN WERE THE AGENCY PREVENTABLE ERRORS MADE?** Four APE's were made at application, three at review and the rest at reported change or SMRF.

**EFFECT OF SMRF PROCESS:** only one directly attributed the SMRF process-in one case CARES did not issue SMRF in month it should have.

**TRENDS OR RECOMMENDATIONS:**

There were an unusually high number of agency preventable errors. Several were made at application, plus two where the worker should have realized that an application for FS was required to resume benefits. Employment and self-employment budgeting continue to be a big issue. None of the six cases involved were obscure or complicated policy problems, but rather failure to follow basic budgeting rules. The two self-employment errors caused large dollar errors.

**BIGGEST "CONTRIBUTORS":** The cases that caused the largest dollar errors for August 2005 (including client errors):

**Milwaukee County, \$334 Agency Preventable Error:**

The worker correctly used the SE tax form to budget, but budgeted only half of the \$30,000 income, for some inexplicable reason.

**Milwaukee County, \$304 State Error:** Wisconsin has long held the belief that all Illinois FS are issued on a fiscal basis, mid-month to mid-month. The Wis. FS Handbook reflects that. Actually some of the FS are issued on a monthly basis and some on a fiscal basis. Changes in the Handbook are under discussion.

**Jefferson County, \$264 Agency Preventable Error:**

The customer has been self-employed for years. The agency has allowed her to complete SEIRFs and send them in rather than provide her tax forms. Agency has not used those completed SEIRFs to determine an average, but has instead been changing the self employment income budgeted each month based on the SEIRF received in that month.

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